

PATENT

Appl. No. 09/991,379
Amdt. dated April 7, 2004
Reply to Office Action of January 22, 2004

REMARKS/ARGUMENTSPriority Claim

The Office Action questions support for the limitation "automatically opening a new web browser window for the customer." Applicants note that this concept is fully supported in priority application 09/516,209 filed on February 29, 2000. More specifically, page 19, lines 19-21, and page 20, lines 16-22 enable this concept. Thus, the effective filing date for this limitation is February 29, 2000.

35 U.S.C. §103 Rejection

The Office Action has rejected claims 1-7, 9-15 and 17-20 under 35 U.S.C. §103(a) as being disclosed by the cited portions of U.S. Patent No. 5,899,980 to Wilf et al. (hereinafter "Wilf") in view of the cited portions of U.S. PreGrant Publication No. 2002/0055909 to Fung (hereinafter "Fung"). Fung is cited for teaching one of the limitations, but Fung is not prior art. More specifically, Fung cannot be relied upon to teach anything that is supported in the parent application filed on February 29, 2000. The rejection is believed flawed for at least this reason. Reconsideration is respectfully requested.

CONCLUSION

In view of the foregoing, Applicants believe all claims now pending in this Application are in condition for allowance. The issuance of a formal Notice of Allowance at an early date is respectfully requested.

Best Available Copy

PATENT

Appl. No. 09/991,379
Amdt. dated April 7, 2004
Reply to Office Action of January 22, 2004

If the Examiner believes a telephone conference would expedite prosecution of this application, please telephone the undersigned at 303-571-4000.

Respectfully submitted,

Thomas D. Franklin
Reg. No. 43,616

TOWNSEND and TOWNSEND and CREW LLP
Two Embarcadero Center, Eighth Floor
San Francisco, California 94111-3834
Tel: 303-571-4000
Fax: 415-576-0300
TDF:cmb
60129286 v1

Best Available Copy